



Office of the City Manger
Community Services Division

Request for Information: Hayward Navigation Center Staffing and Operations

Introduction. The City of Hayward is seeking information from nonprofit social service providers who may be interested in staffing and operating a Housing Navigation Center project to serve unsheltered residents and encampment dwellers in Hayward. More information can be found below and at the following link <https://hayward.legistar.com/Calendar.aspx> under January 22, 2019 City Council agenda. If your organization has experience providing emergency shelter and navigation services for persons experiencing homelessness and may have the capacity to execute a 12-month contract to staff and operate this project, please provide the following information as soon as possible, **and no later than 5:00pm on Wednesday, February 6**, to Jessica Lobedan, Management Analyst, at jessica.lobedan@hayward-ca.gov.

Program Model. The Hayward Housing Navigation Center is modeled closely after the Berkeley STAIR Center and would provide temporary (up to 6 months) respite for individuals invited to the program directly from encampments in Hayward. Program participants will be offered emergency shelter services (including one meal a day) as well as case management to link them to benefits, employment, and (wherever possible) permanent housing placement. The program will be based out of a series of modular buildings on a City-owned parcel located at the corner of Depot and Whitesell Roads in the industrial area of Hayward. It will include sanitation and hygiene services.

Timeline. The City of Hayward has identified funding for one year of staffing and operating expenses of a Housing Navigation Center. Pursuant to Hayward's shelter emergency re-authorization passed on January 22, 2018, the City Manager has been granted authority to sole source a contract of up to 12 months in duration for organizations that can staff and operate the Hayward Housing Navigation Center project as quickly as possible.

Questions. We are interested in gauging interest in this project among Bay Area social service providers. If you believe your agency has the expertise and capacity to pursue this opportunity at this time, please respond to the following:

1. Your organization's name, address, contact name and contact information.
2. A brief overview of your organization's experience providing emergency shelter, case management services, and housing placement for persons experiencing homelessness, including:
 - The name, location, target population, and bed capacity at any project(s) you operate;
 - The staffing pattern, including # FTEs and roles, at the project(s); and
 - The staffing/operations budget for the project(s).

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3. A brief description of a staffing pattern that would support operations for a 45-bed shelter program with one meal a day that offers case management focused on benefits/employment linkages, services linkages, and housing exits modeled after the Berkeley STAIR Center.
4. A rough estimate of the staffing and operating costs for this 45-bed program in Hayward at the proposed site.
5. A schedule outlining how quickly your organization would be able to fully staff this program and begin operating the program, if awarded the contract.

Correspondence. Please return this information no later than 5:00pm on Wednesday, February 6th, to Jessica Lobedan, Project Manager, at jessica.lobedan@hayward-ca.gov.

City staff are always available to discuss service ideas and answer questions about this project. Feel free to contact:

- Jessica Lobedan, Project Manager at (510) 583 – 4201 or jessica.lobedan@hayward-ca.gov.

Thanks for your participation!

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